



Developing a Self-Assessment Score

Developing the Score

- **Scored by the Westat consultants using their experience**
- **Based on independent review of self-assessment results and use of the Baldrige Scoring Guidelines**
- **No formal written application used**

1998 Distribution of Written Scores for Award Applicants

<u>BAND</u>	<u>% OF APPLICANTS IN BAND</u>
0-250	3
251-350	22
351-450	33
451-550	17
551-650	22
651-750	3
751-875	0
876-1000	0

(Results of Stage One scoring. There is no rescoring of applicants after site visit.)

Score Summary Worksheet

<u>Summary of Criteria Items</u>	<u>Total Possible Points</u>	<u>Percent Score</u>	<u>Score</u>
1. Leadership			
1.1 Organizational Leadership	90	50%	45.0
1.2 Public Response	35	60%	21.0
2. Strategic Planning			
2.1 Strategy Development	45	50%	22.5
2.2 Strategy Deployment	50	40%	20.0
3. Customer Focus			
3.1 Customer and Market Knowledge	45	50%	22.5
3.2 Customer Satisfaction and Relationships	50	60%	30.0
4. Information and Analysis			
4.1 Measurement of Performance	45	40%	18.0
4.2 Analysis of Performance	50	30%	15.0

Score Summary Worksheet (continued)

<u>Summary of Criteria Items</u>		<u>Total Possible Points</u>	<u>Percent Score</u>	<u>Score</u>
5.	Human Resource Focus			
5.1	Work Systems	35	40%	14.0
5.2	Employee Training	30	50%	15.0
5.3	Employee Well-Being and Satisfaction	30	40%	12.0
6.	Process Management			
6.1	Product/Service Processes	50	50%	25.0
6.2	Support Processes	20	40%	8.0
6.3	Supplier Processes	25	40%	10.0
7.	Business Results			
7.1	Customer Results	125	30%	37.5
7.2	Financial Results	50	50%	25.0
7.3	Human Resource Results	75	30%	22.5
7.4	Supplier Results	75	20%	15.0
7.5	Organizational Effectiveness Results	75	40%	<u>30.0</u>
			Total	408.0

Baldrige Scoring Band Description

<u>Band</u>	<u>Description</u>
351-450	Agency demonstrates a systematic approach responsive to the basic purposes of most items, but deployment in some key areas is still too early to demonstrate results. Early improvement trends in areas of importance to key organizational requirements are demonstrated.